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**COVID-19 Health & Cleanliness Protocols**

We take your safety seriously, protecting our people – GUESTS and STAFF.

# Social interaction kept to a minimum.

# We have a limited capacity of 5 rooms at our property and are within government guidelines across our GUEST and STAFF complement. Accommodations at our property are generously set apart and offer privacy and safety, rendering contact with STAFF and other GUESTS to an absolute minimum, limited social contact will see guests experience an almost contactless stay in accordance with stringent health and safety regulations.

**Accredited, hospital-grade disinfectant** with a high classification of bacteria-killing ingredients to sanitize all surfaces. These disinfectants have been produced per health regulations and are also eco-friendly.

**Easily accessible hand sanitization stations.**

The provision of hand sanitizer placed at the entrance, near the front desk, common areas. Surface sanitizers will also be used to sanitize room keys, door handles, TV remotes, light switches and devices shared by staff to ensure a safe environment at all times. All areas will have alcohol-based, hospital-grade hand sanitizer readily available for your use. You can find it in all common areas, reception, and in your room, upon special request.

**Enriched, deep cleaning and sanitization standards** across all areas of our property. These include guest rooms, suites, common areas, meeting areas, front desks, kitchens, as well as back-of-house areas.

**Surface area disinfection**.

The already rigorous cleaning of high-touch surface areas will be further enhanced by the increased frequency of cleaning protocols on all surface areas.

A plethora of **housekeeping safety and hygiene standards** have been enhanced including linen that will be washed at between 40- and 60-degrees to effectively destroy bacteria. Others include:

**A food and beverage safety and hygiene strategy** will include amongst others:

* **Reconfigured seating**. We will create seating spacing i.e. 5 tables at the most at a time. Outside seating on decks, where applicable, will comprise 2-metre seating configurations.
* **No breakfast buffets**, instead a la carte menu
* **Modified ‘in-room’ service protocols** are available with minimal contact and adherence to the safety and hygiene regulations.

# Professional care and experience.

# We have defined a clear plan for exacting actions in the event of suspected cases. Your safety is our top priority and we have designed protocols that protect you throughout your stay with us. Our health and safety and hygiene strategies are designed to build healthier environments and change behaviors with a view to combat the COVID-19 pandemic and other viruses that pose a risk both now and in the future.

**P.P.E. Personal protection equipment.**

All our STAFF have been provided with their p.p.e and we do have extra gloves, sanitizing wipes and masks available should our GUESTS require any extra

# We are there for you, and we will overcome.

# We care about the health and safety of every GUEST and STAFF member who enters our doors. Your wellbeing has and will always be our utmost priority and we are fully committed to your protection without compromising the quality of experience when you stay with us.

We remain vigilant, agile to adapt to challenges and changes and are closely monitoring the rapidly changing COVID-19 situation to ensure minimal risk for our GUESTS and STAFF. We wish to reassure you that we are following the guidelines of the global and local health authorities to be able to respond to any circumstance that presents itself

As the COVID-19 pandemic situation continues to unfold it’s how we choose to face the present challenges that will define our future. These actions, we believe, will reconfigure the legacy for our people and our planet. We’ve always been propelled by our passion for the protection of our planet and its people. As a family with family our empathy and shared sense of hope will continue to drive our efforts to ensure a safe environment for all who engage with us.